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# *RELEASE NOTES*

## *N-FOCUS INTERIM RELEASE*

### *April 18, 2012*

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An interim release of the N-FOCUS system is being implemented on April 10, 2011. Interim Releases are made between scheduled major releases. The last N-FOCUS Major Release was March 18, 2012. The next N-FOCUS Major Release is scheduled for July 8, 2012. This document provides information explaining new functionality, enhancements and problem resolutions effective with this release. The Release Notes are divided into five main sections:

- ◆ **General Interest and Mainframe:** All N-FOCUS users should read this section.
- ◆ **Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: this section will only appear if there are enhancements, tips, or fixes specific to DD programs.
- ◆ **Foster Care Review Board:** N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.
- ◆ **Protection and Safety Programs:** N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.
- ◆ **Expert System:** N-FOCUS users responsible for case entry for AABD/MED, ADC/MED, FSP, FW, IL, MED, and Retro MED should read this section.

#### **Table of Contents**

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General Interest and Mainframe.....	2
Work Task Manager (Change).....	2
Completing or Returning Work Tasks to Unworked (Change).....	3
Work Task and Functions (Change) .....	3
Retrieve Archived Alerts and Correspondence (New) .....	3
Archived Alerts (New) .....	3
Archived Correspondence (New) .....	5
Structured Decision Making (SDM) .....	5
Family Functioning Narratives (Fix) .....	5
The Reunification Assessment Correspondence (Change) .....	5
Initial Risk Assessment Correspondence (Fix).....	6

Electronic Application.....	6
E-App (Tip) .....	6

## General Interest and Mainframe

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### Work Task Manager (Change)

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The following changes are being made so only one worker will be assigned Work Tasks in a Master Case when working from the Work Task Manager.

When you select Access Work Task:

- The system will pull the next Work Task based on the priority of the Work Task for your function
- The Master Case will then be checked to see if there are any other Work Task(s) that are in working status
- If there are no Work Tasks in “Working” status you will be assigned the Work Task
- If there are one or more Work Tasks in working status this Master Case will be skipped

**You must look at the “Status Updated By” to make sure that this is your USER ID.** With so many workers selecting this function at the same time it is possible for two workers to get to the same Master Case. One will get assigned and the other will not but could be brought into the same Master Case Alert/Work Task window. If the ID on the Work Task is not yours, exit the case. Do not start to work the case.

Work Tasks					
Created Date	Status	Status Date	Status Updated By	Description	Priority
12-15-2010	Working	03-27-2012	DSMITH	Interview Needed-Expedited ST High	
04-16-2012	Working	03-27-2012	DSMITH	Case Pending Over 90 Days-Rt	

A Master Case with at least one Work Task in “Working” status will not get selected for the automatic assignment.

If no Work Tasks are found when you select “Access Work Task” you will get the message “There are no more Work Tasks for this function”. This message could mean:

- There are no Work Tasks for your function needing to be worked OR
- Because the system had to skip several Master Cases, there are no more available at this time

## Completing or Returning Work Tasks to Unworked (Change)

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You will only be able to:

- Complete a Work Task that is assigned to you
- Return a Work Task to “unworked” that is assigned to you

**Note:** Supervisors and Lead Workers will be able to return any Work Task in “Working” status to unworked.

## Work Task and Functions (Change)

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**Change Management, Processing Daily, Processing Initial and Processing Ready functions** will be assigned all Work Tasks except for Work Tasks that are directed to:

- Lead Specific
- Supervisor Review
- Interviewers

**Interviewing function** will be assigned all Work Tasks except Work Task that are directed to:

- Lead Specific
- Supervisor Review.

**Lead Specific and Supervisor Review functions** will only be assigned Work Tasks that are directed to this function.

## Retrieve Archived Alerts and Correspondence (New)

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Supervisors and Lead Workers can retrieve archived Alerts and Correspondence.

### Archived Alerts (New)

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Archived Alerts can be retrieved for Master Cases, Organization and Service Approvals. Alerts are archived for Master Case, Intake, Case Management or Financial alert types:

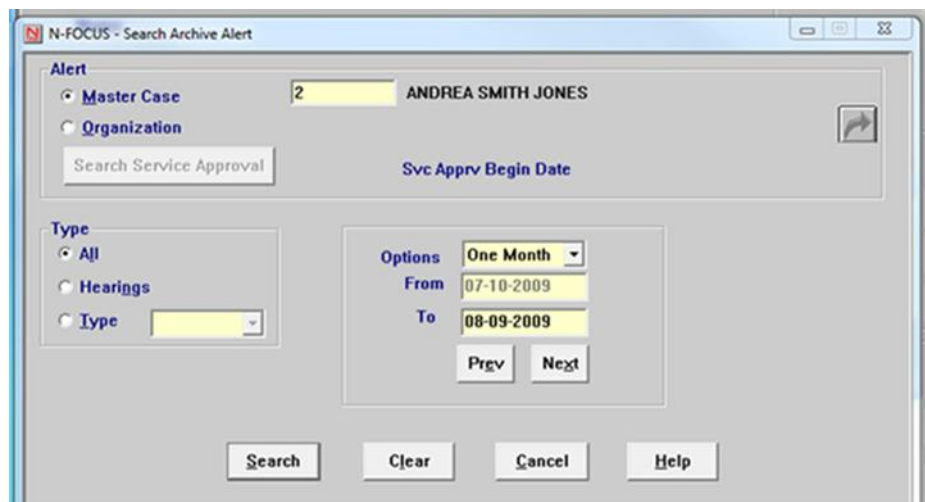
- Six months from the display date of the “Closed” status
- Thirteen months from the display date for any status

To retrieve archived Alerts and Correspondence:

- On the Main Menu under Go To > Retrieve Archive > Alerts

To search for archive alerts:

- Select Master Case radio button



- Enter the Master Case number
  - The “swoosh out arrow” is disabled until you select a radio button (Master Case or Organization)
  - The “swoosh out arrow” will take you to the Search for Master Case window if you need to find the Master Case number
- Enter the Type of alert that you are searching for
  - **All** will bring back all alerts for the time period entered
  - **Hearings** will bring back those alerts
  - **Type**
    - Select the Alert Type from the drop down
- Enter the search dates
  - The earliest any alert is archived is six months
- Options - The default will depend on the Type
  - **One Month** - The type “All” will default to one month. The “From” date will default to five months prior to the current date
  - **Six Months** - Hearings and Type will default to six months. The “From” date will default to ten months prior to the current date
  - **Enter Dates** – You can enter the dates within a six month range

The List Archive Alert window will be displayed.



- Select row for the Alert
- Select the Open icon or double click to open

The Detail Archive Alert window will be displayed.

- Use the Snipping Tool or Insert Screenshot to e-mail the window to the worker



## Archived Correspondence (New)

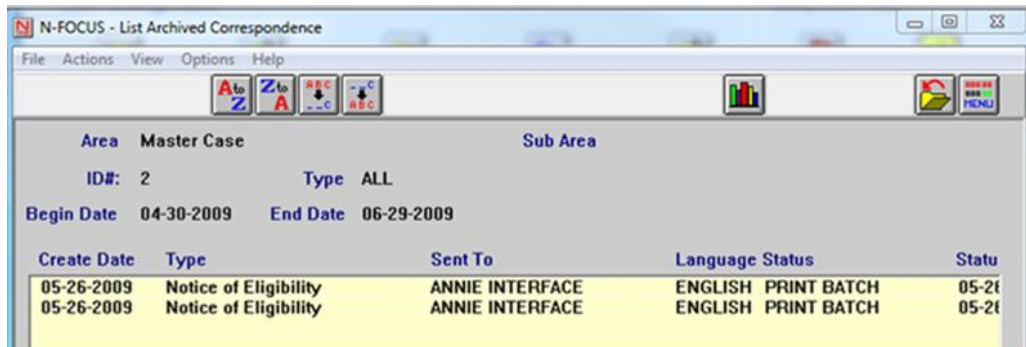
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To retrieve archived Alerts and Correspondence:

- On the Main Menu under Go To > Retrieve Archive > Alerts

Archived Correspondence can be retrieved for Master Case, Intake, Accounts Receivable, Organization, Service Needs Assessment and YLS Assessment.

- Search for Archived Correspondence window:
  - **Area** – defaults to Master Case
  - **Sub Area** – is not currently used
- ID#
  - For Master Case this is the MC number
  - For Accounts Receivable is the AR Number
  - For Intake is the Intake Number
  - For Organization the Provider Number
  - For Service Needs Assessment
  - For YLS Assessment
- Type Code
  - Select “All”
- Date Range
  - Enter End Date then select the Tab Key



Select Actions > Print Now or Print Preview

## Structured Decision Making (SDM)

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### Family Functioning Narratives (Fix)

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The Family Functioning Narratives are printing as one continuous paragraph. The returns and spaces entered by the worker will be recognized after the fix is implemented on April 18, 2012

### The Reunification Assessment Correspondence (Change)

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- Index Question #1 and Index Question #3 are not printing the entries for these questions.

- Index Question #2 is repeating the entries for this question.
  - This is projected to be fixed by April 18, 2012.
- Question #2 for the Reunification Assessment
  - Requires an entry when the worker selects “No”.
  - A third selection of “No Reports During Assessment Period” is being added and will be made available on April 15, 2012

### Initial Risk Assessment Correspondence (Fix)

When “No Overrides” is selected the box is not being checked on the correspondence printout. The worker can check the box in ink on the hard copy correspondence until this is fixed. The fix is scheduled for April 18, 2012.

### Electronic Application

#### E-App (Tip)

If two Application Managers select Next Application at the same time it is possible that they are taken to the same E-App. Only one will be assigned as working the E-App.

- You must look at the Created By for the working status in the Status History to make sure that your User ID was assigned
  - **You must scroll to the right in order to see the Created By User ID**
- If the ID on the working status is not your ID, exit the E-app and select another one

**N-FOCUS - Detail Electronic Applications**

File Actions Detail GoTo Help

Next Application

UPDATE

Application

Applicant LAVENE LATHROP Priority SNAP Expedited

Type ACCESSNebraska

Number 48552 Interpreter Language

Received 07-11-2011 Status Working Status Begin 04-12-2012 08:11:40

Programs

Applied For Master Case Program Program Id Program Case Name Ti

AABD/MED

ADC/MED

CC

LIHEAP

SNAP

MEDICAID

SSAD

SSCF

Status History

Begin Date	Begin Time	Created By
04-12-2012	08:11:40	DSMITH
07-11-2011	10:28:47	DSMITH

Assigned To

Office	Begin Date	Time
OMAHA ACCESSNEBRASKA DO	07-11-2011	10:47:21